

Quintessa Hotel Osaka Bay respects the privacy of our customers and complies with applicable laws and standards regarding the handling of personal information. We take the utmost care when handling your personal information.

1. Philosophy on the Protection of Personal Information

Our company acquires and uses personal information such as names, addresses, telephone numbers, and email addresses to smoothly conduct our business. We consider the proper protection of this personal information as a significant duty and adhere to the following principles:

(1) Comply with laws and other regulations applicable to personal information, conform to generally fair and reasonable personal information handling practices, and continuously improve these practices.

(2) Clearly define personal information handling regulations and thoroughly inform our employees. We also request appropriate handling of personal information by our business partners.

(3) When acquiring personal information, we will specify and notify or publicly announce the purpose of use and handle the information strictly according to that purpose.

(4) Take necessary measures to prevent data leakage, loss, or alteration of personal information and manage it appropriately.

(5) Accept requests from customers for disclosure, correction, deletion, or suspension of use of their personal information at designated contact points and respond accordingly.

Specifically, personal information will be managed as follows:

2. Purpose of Use, etc.

Our company acquires personal information necessary for conducting our hotel and membership organization operations. The information is used for the following purposes:

Managing and handling reservations, provision of accommodation services, responses to feedback from surveys and inquiries, contacting customers when necessary, and other uses related to the provision of our services.

3. Disclosure and Provision to Third Parties

Except in the following cases, we will not disclose or provide personal information to third parties unless it is necessary for achieving the purposes outlined in "2. Purpose of Use, etc.":

(1) With the consent of the customer.

(2) When disclosing or providing in a state where the individual cannot be identified, such as statistical data.

(3) When required by law.

(4) When necessary for the protection of a person's life, body, or property, and it is difficult to obtain the consent of the customer; or when necessary for cooperation with national or local public entities in performing public affairs and obtaining consent may impede the execution of these affairs.

4. Disclosure

If a customer wishes to disclose their personal information that we hold, we will respond within a reasonable period and scope after confirming the identity of the requester.

5. Correction, Deletion, etc.

If a customer wishes to correct, add, or delete their personal information that we hold, we will make such changes within a reasonable period and scope if there are discrepancies with the facts, after confirming the identity of the requester.

6. Suspension of Use, Erasure

If a customer wishes to suspend the use of or erase their personal information that we hold, we will do so within a reasonable period and scope after confirming the identity of the requester. Please understand and cooperate that suspending or erasing of part, or all of this information may prevent us from providing desired services (note that requests for suspension or erasure of information required to be held by law may not be accommodated).

7. Methods and Contact Points for Requests for Disclosure, etc.

Requests for the disclosure, correction, deletion, or suspension of use of personal data we hold, as well as other inquiries about personal information, are accepted by the following methods.

Please note that requests not made through these channels may not be accommodated.

(1) Procedure for Reception

Please visit the contact point below directly or apply via phone, FAX, postal mail, or email to the following address. We will guide you through the details upon receiving your request, and after confirming your identity (or that of your representative), we will respond by issuing a document or other methods. Depending on the content of the request, you may be required to submit a prescribed application form.

Contact Methods and Points:

Quintessa Hotel Osaka Bay

Address: 1-13-65 Nankokita, Suminoe-ku, Osaka559-0034

Phone: (+81) 6-6613-7007

FAX: (+81) 6-6613-7787

Email: osaka-bay@quintessahotels.com

(2) Fees

A fee of 500 yen per request will be charged for written responses, payable in cash or other methods.

Revisions

We continuously strive to improve the protection and handling of personal information. We may revise this privacy policy as necessary.